Top A321ISDN / Top A421ISDN

User Manual

swisscom fixnet

Safety precautions

This cordless DECT telephone is designed for connection to the Swiss public ISDN network. Any other use whatsoever is not permitted and is regarded as in violation of the provisions. The user manual with safety precautions is a part of the product package and must be passed on to the new owner on reselling.

Caution!
Use only approved rechargeable batteries: Nickel-metal-hydride (Ni-MH AAA 800 mAh).
Using other rechargeable batteries or non-rechargeable batteries/primary cells can be dangerous and cause malfunctions in or damage to the telephone.
To insert the batteries, please follow the instructions in the chapter entitled "Setting up the handsets".

Please note that the ringer for incoming calls as well as signal tones are emitted on the handset loudspeaker.
Do not therefore hold the handset close to your ear while one of these functions is on, otherwise your hearing may be affected.

Please note:
- Do not immerse batteries in water or throw in the fire.
- Rechargeable batteries can become warm while recharging. This is a normal occurrence and is not dangerous.
- Do not use any other type of charging unit since this may damage the batteries.
- Before using the telephone, **wearers of hearing aids should note** that radio signals can be picked up by the hearing aid and cause an unpleasant buzzing noise.
- Do not use your DECT cordless telephone in environments at risk from explosion (e.g. paintworks, petrol stations etc.)
- Do not position the base station or charging station in bathrooms or showers.
- The radio signals may influence the working of medical equipment.
- In the event of a power cut or if the batteries are discharged, your DECT cordless telephone will not function!
- The handset must not be charged up without batteries or the battery cover in place.
- Do not touch open contacts!
- Use only the mains units supplied for the base station or charging unit.

Disposal
Please dispose of batteries, base station, handset, charging unit and mains units in an ecological manner. Do not dispose of them in domestic waste.

Contents

Your Top A321ISDN / Top A421ISDN is designed for connection to the Swiss public ISDN network. The Top A421ISDN offers the additional feature of an integrated answer machine. Please read these operating instructions carefully to familiarise yourself with and take full advantage of the benefits of your new Top A321ISDN / Top A421ISDN. Keep this user manual in a safe place!

Note: These operating instructions describe the full range of functions provided by the Top A321ISDN / Top A421ISDN. The functions and instructions described in this user manual may differ or be limited by the characteristics of your network operator or provider. For detailed information on the services available with your ISDN connection, contact your network provider.

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* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

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* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

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* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

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* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

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Setting up the telephone

Contents of the package

Top A321^{ISDN} / Top A421^{ISDN}

- 1 base station
- 1 connector cable
- 1 mains unit
- 1 handset
- 2 rechargeable batteries
- 1 user manual (3 languages: German, French, Italian)
- 1 belt clip (mounted)
- 1 USB cable
- 1 CD (for downloading the picture and ringtone manager)
- 1 headset

Accessories

The following accessories are available:

- Additional handsets/charging units
- Repeater

Note Connect only authorised accessories.

Picture and ringtone manager

To install the picture and ringtone manager:

1. Insert the CD into your CD-ROM drive.
2. When the InstallShield Wizard screen appears, follow the instructions.
3. If the InstallShield Wizard screen does not appear automatically, click "Start" on your Windows taskbar, and then select "Run". Type D:\setup.exe and confirm with OK (where D is the letter of your CD-ROM drive).

The following system requirements are required to operate the picture and ringtone manager:

– Windows 98/ME/2000/XP

– Functioning and available USB 1.1 Port

Please refer also to the help file on your CD.

Location

To obtain the best possible range, we recommend positioning the telephone in a location central to your sphere of activity. Avoid positioning the telephone in niches, recesses and behind steel doors.

The maximum range between the base station and handset is approximately 40 meters indoors and 250 meters outdoors. Depending on the surrounding conditions as well as spatial and structural factors, the range may be smaller. Silent zones can occur due to the digital transmission in the frequency range used – even within the range, depending on the structural environment. In this case the transmission quality may be reduced through the increased incidence of short breaks in transmission. Normal call quality can be restored if you move slightly out of the silent zone. If the range is exceeded, the call will be disconnected unless you move back into range within five seconds.

To avoid radio signal interference from other electronic equipment, we recommend that the base station and handset are situated at the greatest possible distance (min. 1 meter) from other equipment.

Repeater

You can use a repeater to extend the range and receiving power of your base station. The repeater must first be registered and activated on the base station. (Your telephone is delivered with the default setting “off”).

Setting up the base station or charging unit

- *Do not expose the base station or charging unit to direct sunlight.*
- *Protect the base station or charging unit against moisture. Do not position the base station or charging unit in rooms exposed to condensation, corrosive steam or excessive dust. Condensation can be present in basements, garages, conservatories or sheds.*
- *The ambient temperature must be between 5 °C and 40 °C.*

Position the base station and charging unit in a clean, dry and well-aired location. Choose a place which is stable, level, and not subject to vibrations. To avoid mutual interference, do not position the base station or charging unit in the immediate vicinity of electronic equipment such as hi-fi systems, office equipment or microwave ovens. Avoid positioning the telephone near heat sources such as heating elements or near obstacles such as metal doors, thick walls, niches and cupboards.

There is no mains switch on the base station or charging unit. For this reason the socket to which it is connected must be easy to access.

Listening protection

When you are on the telephone, the base station and handset are connected to each other over a radio link. The base station handles switching between the telephone network and the handset. To ensure that no-one can eavesdrop or telephone at your cost, the base station and handset exchange codes. If the codes do not match, the connection with third-party handsets cannot be set up.

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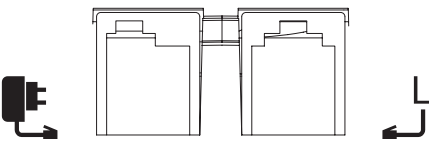
Connecting the phone

Before you can start using your telephone you must plug in the telephone connector cable and the mains cable.



② Socket for mains cable ① Socket for telephone connector cable

Safety note

Use only the mains units supplied for the base station or charging unit.

① Telephone connector cable

The telephone connector cable has two different plugs. Insert the smaller plug in the socket marked with the telephone symbol on the base station, and fit the cable into the corresponding cable duct. Insert the larger plug in your telephone connection socket.

② Mains cable

First, insert the mains cable in the socket marked with the mains connector symbol on the base of the base station or charging unit, and fit the cable in the moulded cable duct. Then insert the mains plug in the 230 V socket.

Note	Your telephone will not function if the mains connector is not plugged in or during a power failure.

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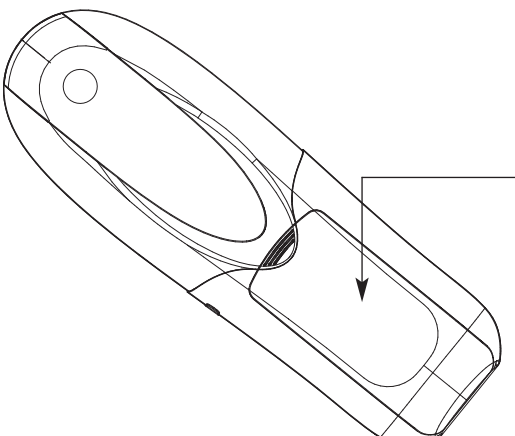
Setting up the handsets

Your handsets will be ready for operation (for making or accepting calls) only once the batteries have been fully charged for the first time.

Inserting the rechargeable batteries

The bottom part of the handset contains a battery compartment for housing two type AAA batteries (microcells).



Removing the battery compartment cover:

Slide the battery compartment cover downwards (approx.3 mm) and lift.

Inserting the two rechargeable batteries (note the polarity!):

Insert the batteries in the battery compartment. Make sure the polarity is correct. Insert the batteries so that the flat end (negative polarity) of the battery is pressing against the spring. The handset will not function if the batteries are incorrectly inserted. This may result in damage. Replace the compartment cover by placing it approximately 3 mm offset and slide it upwards until it clicks into place.

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Charging the batteries

The batteries are not yet charged when you first unpack the telephone. Insert the handset in the base station or charging unit for charging. The flashing battery symbol on the handset shows the charging status. The batteries will take around 13 hours to fully charge.

Note
- Do not insert the handset in the base station or charging unit without batteries.
- Do not use any other type of charging unit since this may damage the batteries.

The following symbols indicate the charging status on the handset display:

Charging status “full”

Charging status “1/2”

Charging status “empty”

Once the new batteries have been inserted, the display on the handset indicates the actual charging status only after a complete charging cycle.

Your telephone is now ready to use.

Important!

Please note: after you have inserted the batteries for the first time, the battery display will indicate the correct information on the charging status only after a complete charging cycle.
Use only NiMH rechargeable batteries. Never use disposable batteries/primary cells.

Note

You can replace the handset in the charging/base station after every call. Charging is electronically controlled to ensure optimal charging of batteries in different charge states. Avoid removing the batteries from the handset for no good reason, since this affects the optimum charging cycle.

Because your telephone is fitted with a low-radiation mechanism, the antenna automatically switches off in standby mode and cannot therefore emit any radiation. Your telephone is delivered with this function switched off.

You can telephone for up to 12 hours with fully charged batteries.
The handset has a standby time of up to 120 hours.

If the battery charge status has reached its lower limit, the battery symbol ( ) flashes in the display and a warning signal is heard. You have 10 minutes of talk time left.

Installation assistant

An installation assistant simplifies things for you by guiding you step by step through the setup procedure for your telephone.

Follow the displayed instructions and enter the preferred language, all MSN numbers along with user name, as well as time and date.

Note

- The installation assistant will re-appear following a reset of the telephone (reset to default settings).
- You can also enter the preferred language, MSNs, time and date in the corresponding menus.

Multiple Subscriber Numbers (MSN)

When you ordered your ISDN connection, your network operator will have assigned you several Multiple Subscriber Numbers (MSN). You can assign these numbers to different devices or assign individual numbers to different users. Every MSN (user) can then define individual settings for the number assigned to him or her.

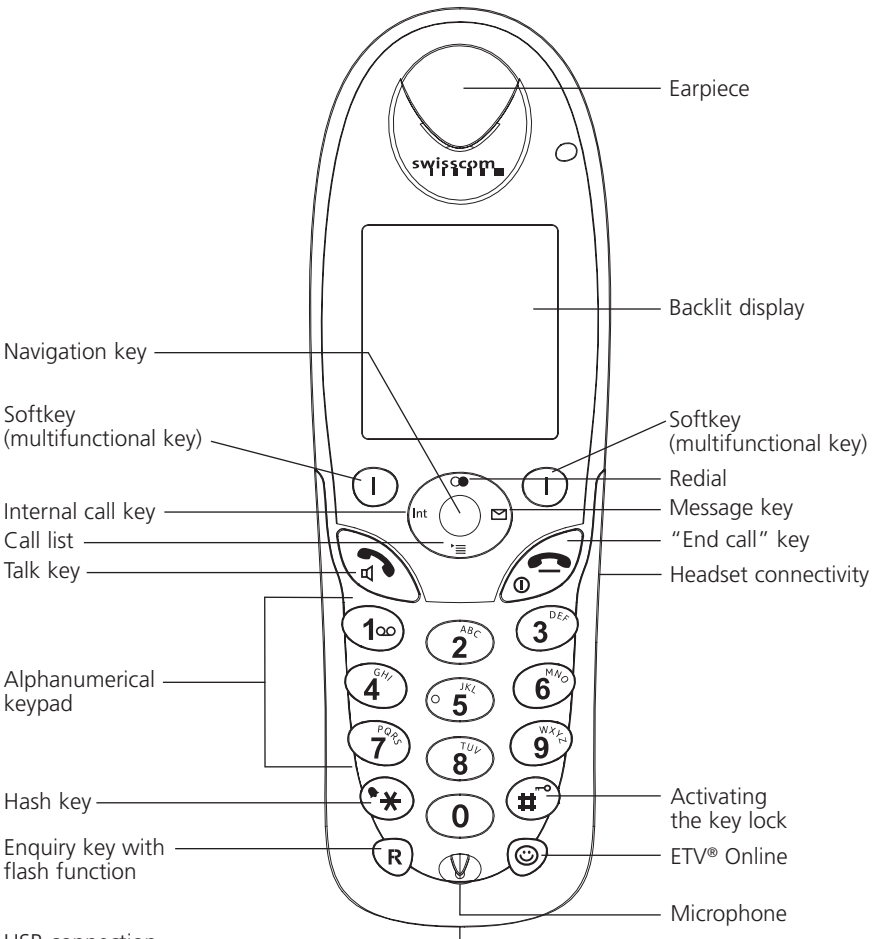
Your telephone can manage up to 5 MSNs. To use all the functions, you must set up at least one MSN with user name (see section on "Assigning an MSN").

Changing users

To change users, press the softkey under **MENU**. Use to scroll to CHANGE USER and select the relevant user. The current user is displayed. You can now access the activated user's call lists, charge displays and individual settings. To find out how to set preferences for individual MSNs, refer to the section on "MSN settings".

Note	The CHANGE USER menu can only be accessed if more than one MSN has been programmed.

Handset keys



Softkeys (multifunctional keys)
Right softkey: Choose menu options, confirms entries/settings. Left softkey: returns to previous menu step.

Navigation key For scrolling up/down or right/left.
In answer machine mode, message playback: right = skip forward, left = replay message; double click = skip back.

Redial Open redial list.

Message key Access to new unanswered calls, SMS or answer machine messages.

Opens calls list*.

INT **Internal call key** For conducting handset-to-handset calls.

Call key For conducting and accepting calls and switching to hands-free.

"End call" key Press briefly to end a call or return to standby mode. Press and hold down to switch the handset on/off.

Alphanumerical keypad For dialling telephone numbers. Letters printed on housing. Press and hold down "0" when entering a telephone number to insert a dialling pause between two digits.

Combox Press and hold down for direct access to network answer machine messages.

Call back on busy Press and hold if called party is busy: Activate call back on busy.

Call anonymously Press and hold down to suppress caller ID for next call.

Park / unpark Press and hold during call: Park. Press and hold in standby mode: Unpark.

Asterisk key For entering asterisks. Press and hold down to switch handset ringer on/off.

Hash key For entering the hash symbol. Press and hold down to switch keylock on.

*Function dependent on network operator. CLIP is transferred in the Swisscom ISDN network.

Keypad locked A locked keypad prevents numbers being dialled inadvertently.

Enquiry key with flash function.

Smiley key Open ETV® Online.

Handset display symbols

The following symbols are displayed on your handset.

Coverage symbol
Reception displayed when the handset is within range of the base station.
Flashes when out of range of the base station or not registered with the base station.

Alarm set
Indicates that the alarm is set.

Handsfree on
Indicates that handsfree speaking is activated.

Active call
Indicates that a call is in progress.

Ringer off
Indicates that the ringer is switched off.

Keypad lock
Indicates that the keypad is locked.

Call forwarding activated
Indicates that call forwarding is activated.

Battery full
Indicates that the batteries are fully charged.

Battery empty
Indicates that the batteries are almost discharged.

Unanswered calls*
Displayed if you have unanswered calls in the calls list.

You have new SMS messages*
Indicates that you have new SMS messages.

You have new answer machine messages
Indicates that you have new answer machine messages.

You have Combox messages
Displayed if you have new Combox messages.

Recall
Offers you the option of "call back on busy".

* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

About the menus

Main menu

The main menu of the telephone shows the available submenus as symbols on the display. Use the navigation key to select the relevant symbol (up/down, right/left). The title of the selected menu (e. g. directory) appears as text in the upper display line.

Menu navigation

Your handset provides you with an easy-to-follow menu. As a rule, every menu offers a list of options. To select main menu, sub-menu and options, press the softkey below the corresponding display text.

With the handset switched on and ready for use, press the softkey under **MENU** to open the main menu and use the navigation key to scroll to the option you are seeking. Press **OK** to open the options list, use the navigation key to scroll down the list to the preferred option, and confirm the option by pressing **OK**.

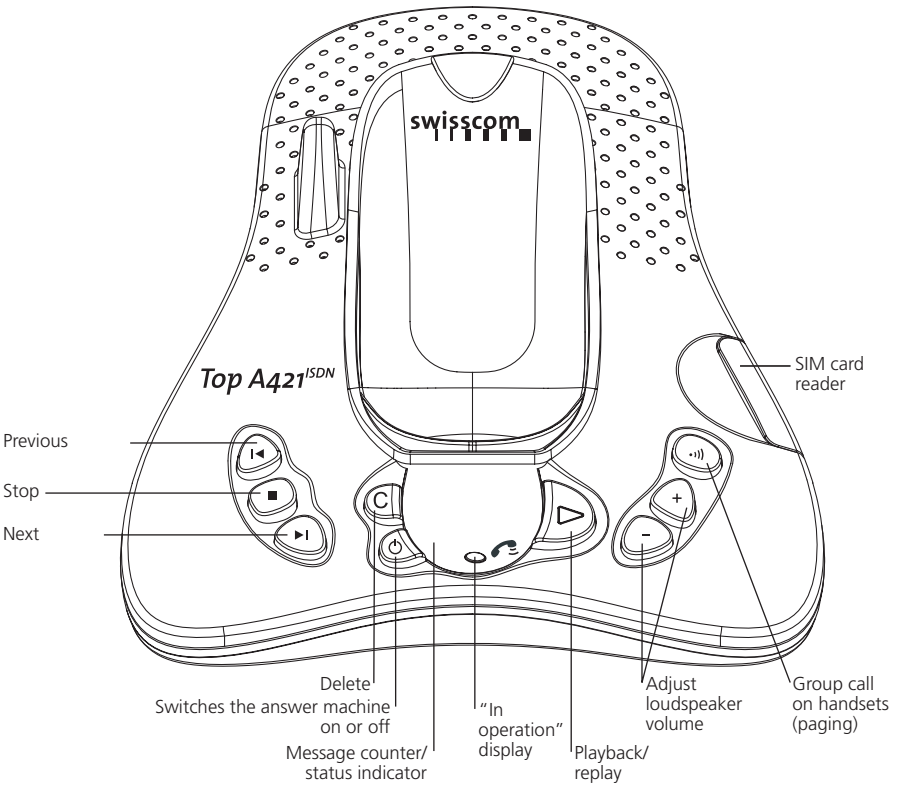
Back to previous menu

Press **BACK** to return to the previous menu.

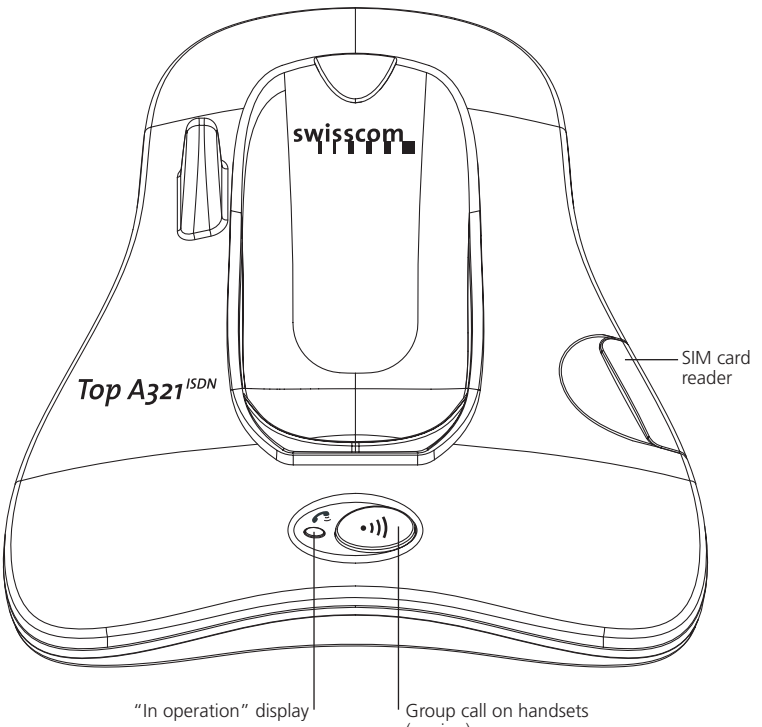
End menu

To exit a menu, press the softkey under **BACK**. If you want to return to standby mode, confirm by pressing .

Top A421ISDN base station with answer machine



Top A321^{ISDN} base station



Making an external call

Press , wait for the dialling tone and dial the number.

Call preparation

First, enter the number. If you enter an incorrect number, you can delete the entry.
Press to dial the number.

Ending a call

Press or replace the handset in the charging unit/base station.

Accepting a call

The caller's number or name (if stored in the directory) are displayed only if your network operator supports caller line ID (Caller Line ID Presentation/CLIP*).

Press to accept the call.

Reject call

You can reject an incoming call. Press to reject the call.

Send DTMF / keypad information

By switching to temporary DTMF you can press the softkey under **OPTION**, **DTMF** to send control signals, e. g. for the Combox, during a call.

Note	If you have activated "Autom. DTMF" in the SETTINGS, TELEPHONY menu, there is no need to switch to temporary DTMF. Temporary DTMF is automatically deactivated when you end the call.

* Function dependent on network operator.
CLIP is transferred in the Swisscom ISDN network.

Handsfree operation

You can use the handsfree function to conduct calls without holding the handset in your hand and allow others present in the room to take part in the call.

Activating handsfree before a call:

1. Press . The display shows . Press again. The display shows and you can hear the ringing signal over the handset loudspeaker.
2. Press to deactivate handsfree speaking.

Switching to handsfree speaking during a call:

Press . To deactivate handsfree speaking, press again.

Handset / handsfree volume

You can adjust the handset and handsfree loudspeaker volume in 5 steps. Press during a call to adjust the volume. The selected setting is saved after the end of the call.

Note	The handset and handsfree loudspeaker volumes are independent but the setting procedure is identical.

Handset secrecy

During a call you can talk to someone else in the room without the caller hearing.

1. Press the softkey under **SECRECY** during a call. This switches handset secrecy on and your caller cannot hear you.
2. Press the softkey under **OFF** to return to the call.

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Redial

The 20 last-dialled numbers are saved in a redial list. If a name and number are already stored in the directory, the name is shown instead of the number.

Redialling a number from the list

Press ⊂● to open the redial list and press ▲▼ to scroll through the list. Press as soon as you have reached the number you are seeking.

Note	If the redial list is empty, a message to this effect appears.

Copying numbers from the redial list

You can copy a number from the redial list to the directory.

Press ⊂● to open the redial list. Use ▲▼ to scroll through the list to find the number you are seeking, and press the softkey under **OPTION**. Enter the name and number and define your individual settings. Assign the entry to the relevant user and save.

Note	If the number is already in the directory, the Save function is not displayed.

Deleting individual entries/entire redial list

Press ⊂● to open the redial list. Scroll through until you reach the entry you are seeking. Press the softkey under **OPTION** and delete the entry or the entire list.

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Sending SMS messages from the redial list*

1. Press the softkey under ○●. Use ▲▼ to scroll through the list to find the entry you are seeking, and press the softkey under **OPTION**.
2. Write and send your SMS message.

Group call (paging)

You can activate a group call to locate a mislaid handset.

1. Press (•)) on the base station. The mislaid handset rings.
2. Press (•)) again to end the ringing signal or press ☎ on the handset.

Keypad lock

If you want to carry the handset around in your pocket, you can activate the key lock. This prevents you inadvertently dialling a number.

1. Press and hold down #. The display shows KEYPAD LOCKED.
2. To unlock the keypad, press the softkey under **UNLOCK** then press #.

Note If the keypad is locked,

- you can dial the emergency numbers 112, 117, 118, 144 (in call preparation only) and incoming calls can still be accepted.
- you cannot dial a number or access menus.

* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

Internal calls

You can call other handsets which are registered with your base station. This allows you to make internal calls free of charge.

1. Press INT, dial the relevant handset number and press **OK** to confirm. Pressing INT automatically dials the second handset if only two handsets are registered with the base station.
2. Press to end the call.

Note

- If you receive an external call while conducting an internal call, every handset which is not in use will ring.
- If a handset is in use, you will hear a signal alerting you to the incoming external call. Press the softkey under **OPTION**, **ACCEPT/END** to end the internal call and accept the external call. Or press the softkey under **OPTION**, **ACCEPT/HOLD** to put the internal call on hold or under **OPTION**, **REJECT** to reject the external call.

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Enquiries

Internal enquiry call

You are conducting a call and want to call an internal party without ending the external call. Internal enquiries are managed by the base station and are not dependent on your network operator's available services.

External enquiry call

Procedure:

1. You are conducting a call and want to call another external party without ending the active external call.
2. Press the enquiry key (R) to start the external enquiry.

Brokering (switching between two calls)

You have two active calls (1 internal and 1 external), one of which is on hold. You can switch between the two by brokering.

1. You are conducting two calls, one of which is on hold.
2. Press the softkey under **OPTION**, **BROKERING** to switch between the call partners.

Note — You can connect all call partners together by pressing the softkey under **OPTION**, **JOIN**.

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Call transfer

Internal call transfer

You can transfer the call you are conducting to another handset (= switching).

1. Press INT and dial the handset to which you wish to transfer the call. The external caller is put on hold.
2. If the second handset answers, you can talk to the internal call partner without the external caller hearing you. Press to transfer the call.

Note

- You cannot use the INT key if the call duration is not displayed.
- If the second handset does not answer, you can end the ringing signal and return to the original call by pressing the softkey under **END**.

External call transfer

You can transfer an incoming call to another telephone directly by pressing the softkey under **OPTION**, **CD**.

Three-way conference

You can use the conference assistant to set up a three-way conference with 2 external call parties.

1. Scroll to NET FUNCTIONS, CONFERENCE ASSISTANT and press **OK** to confirm.
2. Dial the number of the call partner or search for it in the directory. Once the connection is set up, tell the call partner that you are setting up a three-way conference call. The call partner is put on hold.
3. Dial the number of the second call partner or search for it in the directory. The three-way conference call is activated as soon as the second call partner accepts the call.

Note — If the second call partner does not answer, you can return to the first call partner by pressing the softkey under **END**.

Directory

You can store up to 200 names and numbers in the directory on each handset. Every entry contains a name and telephone number. Names can be up to 16 letters long and numbers up to 24 digits long.

Directory entries

Adding a new entry

If the telephone is in standby mode:

1. Press the softkey under **DIRECTORY**. All entries are displayed in alphabetical order.
2. Press the softkey under **OPTION**. Enter the new name and number and define your individual settings. Assign the entry to the relevant user and save.

Note If the directory is empty, a message to this effect is displayed.

Tips for entering names/numbers

- Press 0 to insert a space, 0 or 1∞ to enter a symbol.
- The available special characters appear in the lower display line. Press the relevant key to scroll through the characters.
- When entering names, you can press * to switch between upper and lower case lettering.

Editing entries

1. Press the softkey under **DIRECTORY**. Use ▲▼ to scroll through the list to find the entry you are seeking, and press the softkey under **OPTION**.
2. Edit the name and/or number and save the entry.

Deleting directory entries/entire directory

You can delete individual entries or the entire directory.

1. Press the softkey under **DIRECTORY**. Use ▲▼ to scroll through the list to find the entry you are seeking, and press the softkey under **OPTION**.
2. Delete the entry or the entire list.

Dialling numbers from the directory

1. Press the softkey under **DIRECTORY**. All entries are displayed in alphabetical order.
2. Use ▲▼ to scroll through the directory, select the entry you are seeking and press . The number is displayed and dialled.

   You can also search by name: press the first letters of the name and press to confirm.

Sending SMS messages from the directory*

1. Press the softkey under **DIRECTORY**. Use ▲▼ to scroll through the list to find the entry you are seeking, and press the softkey under **OPTION**.
2. Write and send your SMS message.

* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

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Copying directory entries

If you operate several handsets, you can copy entries from one handset to another. This way, you only have to enter names and numbers once.

While you are copying entries from one handset to another, you can make external calls on another handset registered with the base station.

If the entire directory is copied, it overwrites all entries on the other handset. If the directory on the handset to which you are copying is full, a message to this effect is displayed.

Copying entries/entire directory to another handset

You can copy individual entries or the entire directory from one handset to another provided both handsets are registered with the base station.

1. Press the softkey under **DIRECTORY** and ▲/▼ to select the entry you wish to copy. Press the softkey under **OPTION**. Select the submenu you are seeking and press **OK** to confirm.
2. Select the number of the destination handset and press **OK** to confirm.

Note

- The copy procedure is aborted if an incoming call is received.
- If you are copying an entire directory, all entries transferred before the call are saved.
- You cannot perform the copy procedure if the handset to which you wish to copy is conducting a call.

SIM card

Copying to the SIM card

You can copy entries from your mobile phone SIM card to your telephone (and vice versa). Copied entries are added to entries already saved. You can copy entries individually or in their entirety.

Note — Names can be up to 16 letters long and numbers up to 24 digits long. Longer names and numbers are "truncated" when copied over.

Copying from the SIM card

1. Insert the SIM card in the SIM card reader on the base station.
2. Press the softkey under **DIRECTORY**, followed by **OPTION**.
3. Scroll to `COPY SIM` and press **OK** to confirm.
4. Enter the SIM card PIN and copy individual entries or all entries.

Note

- If you choose to copy only individual entries, a confirmation message is displayed. You can now copy additional entries. If the entire directory is to be copied, every entry is displayed and copied until the procedure is completed or the directory is full.
- If you enter a SIM card PIN incorrectly twice in succession, an error message is displayed and the telephone returns to standby mode. You can only use your SIM card again once you have inserted it into your mobile phone and entered the correct SIM card PIN.
- Your device functions with all SIM cards except USIM (UMTS).

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ETV® Online query

ETV® Online is a service which gives you direct access to the Swisscom electronic directory (ETV® = Elektronisches Teilnehmer-Verzeichnis, Swisscom Directories AG). As soon as an unknown number appears on your display, you can press ◎ to access the ETV® and within a few seconds obtain the caller's name and address.

ETV® queries

You can call up the ETV® directly:
– while the phone is ringing (incoming call)
– during a call
– when entering a number in dialling preparation

You can also consult the ETV® while in the following lists:
– Caller lists (answered/unanswered)
– Redial list

Note
- ETV® queries are subject to a charge.
- The ETV® Online access number is pre-installed. If you need to change the access number*, you can reprogram it in the NET FUNCTIONS, ETV®-Online menu.

Saving ETV® information in your directory

Once you have obtained the information from the ETV®, you have the option of directly saving the number and name to your directory (press the softkey under **SAVE**).

* Your telephone is delivered with the Swisscom access number, 081 286 61 30, preprogrammed.

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Calls list*

If your network operator supports caller line ID* (CLIP), the caller's number (unless withheld) is displayed before you accept the call.

If you have received new calls, a message to this effect appears in the display. A list is kept of answered and unanswered calls.
The calls list can hold up to 30 entries. If the list is full, the oldest entry is overwritten by the most recent entry.

Note If the calls list is empty, a message to this effect is displayed.

Viewing/dialling a number from the calls list

Press ▸≡ to open the calls list. Press ▲▼ to scroll through the list. Press to dial the number.

Sending SMS messages from the calls list*

1. Press ▸≡ to open the calls list. Use ▲▼ to scroll through the list to find the entry you are seeking, and press the softkey under **OPTION**.
2. Write and send your SMS message.

* Function dependent on network operator.
  CLIP is transferred in the Swisscom ISDN network.

Saving numbers from the calls list to the directory

1. Press ▸≣. Scroll through until you reach the entry you are seeking.
2. Press the softkey under **OPTION**, SAVE NUMBER. Enter the name for the associated number and define your individual settings. Assign the entry to the relevant user and save.

Deleting individual entries/entire calls list

1. Press ▸≣. Scroll through until you reach the entry you are seeking.
2. Press the softkey under **OPTION** and delete the entry or the entire list.

* Function dependent on network operator.
CLIP is transferred in the Swisscom ISDN network.

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Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to AUDIO ad press **OK** to confirm.

2. Scroll to the relevant submenu and make the relevant settings:

Handset/base station ringer

You can programme different ringer melodies for each MSN on the handset and base station, to signal external and internal calls. Choose from the 5 standard ringer melodies and 10 polyphonic ringer melodies (handset only).

Set the preferred ringer melodies and associated volume for external/internal calls. You can also set an ascending volume.

Use the possibility to assign the melody/picture you want to an entry in the directory. When you get a call from this participant, you hear the personalised melody and see the defined picture in the display.

Note

- The enclosed CD contains software which you can use to download polyphonic ringer to your computer and transfer them to your telephone using the accompanying USB cable.
- System requirements see chapter "picture and ringtone manager".

Beeps

Your telephone supports various tones which you can activate or deactivate:

Key beeps

Every time a key is pressed, a brief beep is heard.

Range beeps

A warning beep is sounded if you exceed the maximum range. Move closer to the base station.

Charging beep

When you insert your handset in the charging unit/base station, the batteries are automatically charged up. A short beep is heard.

Accu beep

Sounds when the batteries are running low.

Confirmation beep

Settings and entries are confirmed by a short beep.

Ringer melodies

Personal ringer melodies

You can manage up to 10 personal ringer melodies.

Recording ringer melodies

You can record personal melodies or noises on your telephone.

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Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to FAMILY and press **OK** to confirm.

2. Scroll to the relevant submenu and make the relevant settings:

Direct call (baby call)

If you activate direct call on your telephone, the handset dials a preprogrammed number when any handset key is pressed. "Direct call" can be very useful, especially for parents with young children. If the parents are not at home, the children can reach their parents (or neighbour) simply by pressing any key on the handset. The direct call number must be preprogrammed by the parents beforehand.

Note

- You must deactivate the direct call function to restore your telephone's normal functions.
- Please note that direct call may **not** function in exceptional cases, e.g. if the preprogrammed number is busy, if the preprogrammed mobile phone number has no reception, in case of a power outage or when the rechargable batteries are empty.

Room monitoring (baby surveillance)

You can set a baby call/noise alarm. Once this function is set, your phone monitors noises in its immediate vicinity and triggers a call to the programmed number if the noise exceeds a set level (defined by the user). The person called hears the noises and is alerted to the fact that, for instance, a child is crying in the room.

Note

- If room monitoring is active, incoming calls are not signalled.
- If the answer machine is activated, an incoming call is forwarded to it.
- You must deactivate the room monitoring function to restore your telephone's normal functions.
- Please note that room monitoring may **not** function in exceptional cases, e.g. if the preprogrammed number is busy, if the preprogrammed mobile phone number has no reception, in case of a power outage or when the recheargable batteries are empty.

Games

Your telephone offers a choice of two games:

- Adder
- Boats battle

Press the softkey under **MENU**, use ▲▼ to scroll to FAMILY, GAMES and press **OK** to confirm. Select the game you wish to play.

Please note the rules of the game and follow the operating instructions on your telephone.

Note You can still be reached while playing a game.

Call costs

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to CHARGES and press **OK** to confirm.
2. Scroll to the relevant submenu and make the relevant settings:

Cost of last call

You can display the cost of the last call as well as call charges per MSN or handset.

Total calls

You can display the total for all MSNs (total charges).

Settings

Type of display

You can display the cost or duration of a call. The following settings must be made before you can display costs:

Charge factor

The factor for the Swisscom ISDN network is FR. 0.10. This factor is automatically transmitted for every outgoing call.

Currency

To display costs accurately, you may need to set the currency (Switzerland: FR.).

Note

- Note that for technical reasons the displayed charges may differ from the amount billed. The amount indicated on your phone bill is binding.
- If you are using a provider, charge information may not be available.

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to CALENDAR/CLOCK and press **OK** to confirm.
2. Scroll to the relevant submenu and make the relevant settings:

Appointments

Your telephone also acts as an appointments reminder: You can set 5 different appointment reminders. A signal is heard on the handset at the defined time.

Alarm

To set the alarm, you need to activate the alarm function and enter the time and preferred alarm melody. You can choose from 5 standard and 10 polyphonic alarm melodies.

Note The alarm only sounds on the handset on which it has been set.

Time/date

The time and date are automatically set when an outgoing call is made.

Note
- If the power supply is cut, the settings are lost and must be reprogrammed.
- You can also set the time format (12/24 hours).

Network functions (supplementary services)

Network functions are dependent on your network operator. Find out about availability and charges, if applicable.

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to NET FUNCTIONS and press **OK** to confirm.
2. Scroll to the relevant submenu and make the relevant settings:

Call forwarding

Call forwarding allows callers to reach you even if you are not near your own telephone. Activate call forwarding for each MSN and choose one of the three following options:

Unconditional

Incoming calls are forwarded immediately.

No reply

Incoming calls are forwarded after a delay (fixed time or number of rings).

Busy

Calls are forwarded if the line is busy.

Once you have defined the call forwarding option, enter the forwarding number (i.e. the number to which calls are to be forwarded).

At any time you can:

- check the call forwarding status
- edit or delete the forwarding number
- deactivate call forwarding.

Call anonymously (Identification restriction)

When you call someone, your number is shown on the other person's phone if it supports this function.

You can program your MSN so that your calling line ID is suppressed (see section on "MSN settings"). "Anonymous call" for the next call only can also be activated in the relevant menu or by pressing and holding down the key (3 TRF). "Anonymous call" can also be assigned to a directory entry.

Conference assistant

See section on "Three-way conference".

Parking

Park/unpark

You can park an external call for 3 minutes and retrieve it on another telephone with the same connection.

(4 GHI) Press and hold during the call: Park.
Press and hold in standby mode: Unpark.

Park code

Your telephone is delivered with the park code preset to 1. You can change the park code in the relevant menu. Press **SAVE** to confirm. The park code is used to clearly identify the parked connection, and must be entered when unparking.

Recall

This service is dependent on your network operator.

Call back on busy (Completion of Calls to Busy Subscriber / CCBS)

If a number you have dialled is busy, you can activate call back by pressing the softkey under **CCBS** or by pressing and holding (2 abc) down (the acitvated call back is signalled in the display with). If call back on busy is activated, a special signal is heard as soon as the called party has replaced the receiver i.e. as soon as his or her line becomes free.

Delete call back

An activated callback can be deactivated (= deleted) in the relevant menu.

Malicious Call Identification (MCID)

This service is available from Swisscom on request. Once Swisscom has activated the service, malicious calls are registered during the call and up to 20 seconds after the receiver is replaced. The exchange registers the calling number, date and time, even if the caller has withheld his or her number.

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Combox

Swisscom offers the option of setting up a network answer machine (Combox).

Check whether this network function is available, the associated charges (if applicable) and the functions provided by this service.

N is displayed to alert you to new messages (if provided by network operator).
To access new messages quickly and simply, press and hold down for around 2 seconds 1∞ to automatically dial the access number of your network answer machine.

Note

- You can edit the network answer machine access number (Voicebox) in the submenu COMBOX, SETTINGS.
- To use the network answer machine, you need to send certain codes to the network. Ask your network operator for details.

Provider

You can also make calls over another provider.

Under PROVIDER LIST, enter the names and prefixes of the providers (max. 5) to whose service you have subscribed. You can link every directory entry to one of the providers in this list.

If you want to make all calls over a single provider, scroll to DEFAULT PROVIDER in the submenu SETTINGS and enter the relevant provider's prefix. The default provider prefix is then automatically inserted before every number you call from lists (even if you have not saved a provider prefix in the directory entries).

Note

The default provider prefix is **only** inserted automatically if you dial from a list (directory, calls list, redial).

Access to voice portal

The access to the voice portal of Swisscom Fixnet AG is preprogrammed in the directory with «Voice Portal» (access number 0848 849 850).

Select:

- Directory
- «Voice Portal»
- Press
- The access number of the voice portal is dialled.

Note	Supplementary services as call forwarding (service 21, 61 or 67), call waiting (service 43) or three-way conference can easily be activated with voice commands in the Swisscom voice portal. With a simple voice command you have also access to up-to-date information in the areas of sports, news and weather.

SMS – Short Messaging Service

Sending and receiving SMS messages is a network function. To send and receive SMS messages, your telephone line must have active Caller Identification Presentation (CLIP) and Connected Line Presentation (COLP)*. Check with your network operator to find out whether the SMS network function is available and about charges, if applicable.

Your telephone supports SMS messages up to 160 characters in length. You can save up to 40 SMS messages in your lists.

Note

- Find out from your network operator whether you need to send an SMS message to subscribe to or unsubscribe from the SMS service.
- To be able to send SMS messages, your number must not be withheld.
- To be able to write SMS messages, your telephone must not be connected to a private branch exchange.

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to SMS and press **OK** to confirm.
2. Scroll to the relevant submenu and make the relevant settings:

Writing SMS messages

Write your message. Refer to the chapter on "Directory entries" for tips on writing. You can also use symbols and templates in the menu SMS, WRITE MESSAGE.

* Function dependent on network operator.
  Contact your network operator to find out whether this service is supported.

Inbox

New SMS messages are signalled in the display by ✉ and saved in the inbox. Press the softkey under **INBOX** to read new SMS messages. Or **BACK**, to read SMS messages later.

Once you have read the SMS messages, you can answer, forward, save or delete them or call the sender.

Note	If you have no SMS messages in your inbox, a message to this effect is displayed.

Drafts

You can create and save a draft SMS for subsequent sending, and edit and send it whenever you wish.

Outbox

Sent SMS messages are automatically saved in your outbox. You can edit and forward SMS messages in the outbox or call the recipient.

Note

- You can accept calls while writing an SMS.
- If the SMS is not transmitted, a message to this effect is displayed and the SMS is saved in the outbox. You can delete the unsent SMS message to return to standby mode, or select "read" to open the SMS message and re-send it.

Templates

To simplify writing SMS messages, you can create up to 5 templates. You can edit and delete these templates or create a new SMS message template.

SMS memory full

If the SMS memory is full, the warning message "Memory Full" is displayed together with the flashing "envelope" symbol.

New SMS messages will be sent as voice messages. Only if SMS messages have been deleted from the memory, new SMS messages are received as "normal" messages again.

Settings

SMS service centre

Before you can send and receive SMS messages, an SMS service centre must be programmed with the associated access number*. Your phone is delivered with this number preset. Ask your network operator for details of these service numbers.

Send service

Select which service centre you want to use for sending SMS messages.

SMS alert on/off

If activated, a brief beep is heard every time a new SMS message is received.

* Your telephone is delivered with the Swisscom access number, 081 286 61 30, preprogrammed.

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Answer machine (Top A421^{ISDN} only)

You can operate your answer machine:

- from the base station
- from the handset
- remotely from an external DTMF telephone

Your telephone is delivered with the answer machine **switched on** (default setting).

Select MSN (answer machine is in standby):

Press ⏮ or ⏭ on the base station, the current MSN is displayed. Press ⏮ or ⏭ again (if necessary several times) to select the MSN you want (only possible if more than one MSN has been programmed).

The following settings can be defined per MSN

- Switch answer machine on/off
- Select outgoing message
- Record/delete outgoing message, message mode and end message
- Set answer delay time
- Standard outgoing message in a selectable language
- Play back/delete messages
- Program personal remote PIN
- Enter personal destination number to receive an SMS alerting you to a new answer machine message.

Operating the answer machine from the handset

You can switch your answer machine on and off, listen to messages and program settings from any registered handset.

On/off

1. Press the softkey under **MENU**. Press ▲▼ to scroll to ANSWER MACHINE and press **OK** to confirm.
2. Scroll to ANSWER ON/OFF and select the setting.

Outgoing messages

Choose from two standard pre-programmed outgoing messages in various languages or record your own outgoing messages.

Answer & record: Callers can leave a message.

Answer only: Callers cannot leave a message.

End message: Your caller will hear the End message (e.g. "Thank you for calling") at the end of his message.

Procedure:

1. Press the softkey under **MENU**, press ▲▼ to scroll to ANSWER MACHINE and press **OK** to confirm.
2. In the submenu OUTGOING MESSAGE, define your preferences in the corresponding mode.

Recording/playing back an outgoing message

Record your message after the prompt and save it to end the recording. Old messages are marked and not recorded over.

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Deleting an outgoing message

Select the relevant outgoing message and delete it. The message can only be deleted if it has been played back.

Selecting an outgoing message

Select your preferred message mode and the outgoing message which will greet your callers.

Memo

You can leave a message behind for other internal users by recording a memo.

Message playback

If you have new messages, the display of the handset shows and the key on the base station flashes respectively.

1. Press the softkey under **MENU**, press to scroll to ANSWER MACHINE and press **OK** to confirm.
2. You can play back and delete messages in the menu PLAY MESSAGES.
3. To
   - replay a message, press INT.
   - listen to the next message, press .
   - listen to the previous message, press INT twice.

Note	New messages are displayed on the base station per MSN. If, for example, A – 3 – B – 2 flashes in the display, this means that MSN A has got three and MSN B two new messages.

Delete messages

1. Press the softkey under **MENU**, press ▲▼ to scroll to ANSWER MACHINE and press **OK** to confirm.
2. Select DELETE MESSAGES and press **YES** to confirm. This deletes all old messages.

Listening over the handset

Press the softkey under **LISTEN** as soon as the answer machine accepts a call.

Note	To talk to the caller, press . The recording is automatically terminated.

Recording a call

While you are on the telephone you can record the call via the handset.

Note	For privacy protection reasons you are obliged to inform your call partner that the call is being recorded.

Remaining time

To check whether your answer machine has sufficient capacity for recording messages, you can view the remaining recording time.

VIP number*

In the menu ANSWER MACHINE, scroll to VIP NUMBER and enter the number of the telephone from which you regularly remote-access your answer machine. You now have direct access to your messages without the need for a remote access PIN. Important: VIP playback allows you only to listen to messages.

* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

SMS notification*

If this function is activated and you have entered a destination number, an SMS is sent to alert that you have received a new answer machine message.

Operating the answer machine on the base station

On/off

Press ⏻ .

Playing, repeating, deleting and skipping messages

All recorded messages and memos are shown on the display.

Press ▷. Messages are played, starting with the most recent message.

During playback, press:

C once to delete the active message.

I◀ once to repeat the active message, and twice to return to the previous message.

▶I to play the next message.

■ to end playback.

Delete all listened messages

Press and hold down key C to delete all listened messages.

Listening over the base station

If the answer machine accepts a call, you can use + to adjust the volume and listen to the caller while he is recording a message. To talk to the caller, press 📞 on the handset. The recording is automatically terminated. You can also adjust the loudspeaker volume in standby mode.

* Function dependent on network operator.
Contact your network operator to find out whether this service is supported.

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Answer machine (Top A421^{ISDN} only)

Answer machine settings

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to SETTINGS in the ANSWER MACHINE menu and press **OK** to confirm.

2. Make the settings in the relevant submenu:

Answer delay and time saver mode

The answer delay function allows you to specify the delay, in seconds (0, 5, 10, 15, 20, 25 or 30), before the answer machine accepts the call.
Time saver mode helps you to save on costs for remote access: If your answer machine responds after a short time, this means there are new messages. If you continue to hear the ring signal, you have no new messages. You can then replace the receiver to save costs.

Time limit

You can set the time allowed for incoming messages The longer incoming messages are, the fewer can be recorded (max. recording capacity of your answer machine = 20 minutes).

Language

Set the preferred language for standard outgoing messages and remote access confirmations.

Remote access

Remote access PIN

You can operate your answer machine from any modern telephone by calling your number and entering your 4-digit remote access PIN. The preprogrammed PIN is 0000.
To remote access your telephone you have to enter your personal SECURITY PIN in the menu ANSWER MACHINE, SETTINGS before the first remote access.

Remote activation of answer machine

If you have forgotten to switch your answer machine on, you can do this remotely from an external telephone. Dial your number and let it ring 12 times. Enter your 4-digit security PIN and press (3 DEF) to switch on the answer machine.

PIN alarm

If you enter the remote access PIN incorrectly three times in succession, your telephone will automatically disconnect the line. The PIN alarm is then activated (indicated by rapid flashing of the "in operation" display). It is now impossible to remote access your answering machine until the PIN alarm has been reset by pressing the On/Off key at the base station.

Operating the answer machine from an external telephone

1. Dial your number. When you hear your outgoing message, press (*).

2. Enter your 4-digit security PIN. If there are new messages, these are played back.

You can remotely operate your answer machine using the following keys:

- (#) return to main menu
- (1 ∞) play messages
- (2 ABC) delete all messages
- (3 DEF) switch answer machine on/off
- (4 GHI) select outgoing message
- (5 JKL) record new outgoing messages
- (0) play menu again

Language

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to LANGUAGE in the SETTINGS menu and press **OK** to confirm.
2. Set the preferred display language. Display texts will appear in the set language (EN, DE, FR, IT).

Presentation

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to PRESENTATION, DISPLAY in the SETTINGS menu and press **OK** to confirm.
2. Scroll to the relevant submenu and make the following display settings:

Wallpaper

The enclosed CD contains software which you can use to download pictures (and polyphonic ringer) to your computer and transfer them to your telephone using the accompanying USB cable.
Select wallpaper for your display from the list.

Use the possibility to assign the melody/picture you want to an entry in the directory. When you get a call from this participant, you hear the personalised melody and see the defined picture in the display.

Note System requirements see chapter "picture and ringtone manager".

Keypad lighting

Activate or deactivate keypad lighting.

Display

- **Font**
  You can choose between large and small fonts. If you select "large", fewer characters will appear on the display (the rest are "cut off").
- **Contrast**
  To optimise legibility, you can adjust the display contrast.
- **Menu colour**
  Define the preferred colour.
- **Backlight**
  You can activate or deactivate backlighting for the display.
- **Screensaver**
  Activate or deactivate the screensaver.

Telephony

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to TELEPHONY in the SETTINGS menu and press **OK** to confirm.
2. Scroll to the relevant submenu and make the following settings:

Automatic DTMF

Activate "Automatic DTMF" to switch automatically to DTMF dialling during an active call.

Auto Talk

An incoming call can be accepted by pressing the talk key. If you activate Auto Talk, you can accept a call simply by lifting the handset from the base station without pressing any key.

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System PIN

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to SYSTEM PIN In the SETTINGS menu and press **OK** to confirm.
2. Change the existing system PIN as required.

Note

- If you wish to register/deregister new handsets with the base station, you must enter the base station's 4-digit system PIN (default setting: 000).
- We recommend that you change the system PIN to protect your telephone against unauthorised access.
- **Attention:** Please take good note of your new system PIN! If you forget it, Swisscom will need to intervene and will charge you for this service.

PBX

See "PBX access".

Range

You can use up to 6 repeaters to extend the range and receiving power of your base station. The repeaters must first be registered and activated on the base station.

Procedure:

1. Press the softkey under **MENU**. Press ▲▼ to scroll to RANGE in the SETTINGS menu and press **OK** to confirm.
2. Scroll to the relevant submenu and make the following settings:

Repeater Mode

You can use a repeater to increase the range of your handset. Repeater mode must be activated on your telephone. You can activate up to 6 repeaters per base station.
Per repeater, up to 2 handsets can conduct a call simultaneously.

Note	For details on setting up repeaters, please follow the repeater user manual.

Eco Mode (antenna off)

When you replace the handset in the base station, the antenna automatically switches to low-emission mode. This function is switched off when the telephone is delivered.

Note	• **To activate eco mode, only a single handset must be operated on the base station.** • Other cordless DECT products in range may interfere with the eco mode.

MSN settings

Assigning an MSN

Your telephone can manage up to 5 Multiple Subscriber Numbers (MSN). You must have at least one MSN programmed in order to use your telephone.

1. Press the softkey under **MENU**. Press ▲▼ to scroll to SETTINGS and press **OK** to confirm.
2. Select the relevant MSN in the menu MSN SETTINGS, ASSIGN MSN. Program the MSNs and associated user names, and activate/deactivate the functions "Anonymous call" and "Call waiting". If you are already on the telephone, the "Call waiting" function emits an acoustic signal to alert you to an incoming call.

Note
- You can also use the installation assistant to set up your MSNs and define the associated settings.
- The MSNs must be programmed without a prefix (e.g. 031).

Allocating an MSN

This menu item allows you to change the allocation of MSNs to handsets. Incoming calls to an MSN ring only on the allocated handsets.

Registering additional handsets

You can register up to 6 handsets with the base station. The base station must be within range.

Note — If you purchase additional handsets for your base station,

- the batteries must first be fully charged!
- the handsets must be registered with the base station before use!

Procedure:

1. Press the softkey under **MENU**. Scroll to REGISTRATION in the SETTINGS menu. Select the base station and enter the base station system PIN (default on delivery: 0000).
2. Press and hold down on the base station for around 10 seconds.
3. Release when you hear a beep on the base station. The handset is automatically assigned the next available handset number.

Deregistering a handset

You can deregister a handset from the base station. The base station must be within range.

Press the softkey under **MENU**. Scroll to REGISTRATION in the SETTINGS menu and deregister the handset in the relevant submenu.

Selecting the base station

Press the softkey under **MENU**. Scroll to REGISTRATION in the SETTINGS menu and select the base station in the relevant submenu.

Note — This submenu only appears if the handset is registered with more than one base station.

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Compatibility

You can also connect your telephone to an ISDN private branch exchange.
The functionality is dependent on your PBX type. Contact your network operator for further information.

Exchange Access Code EAC

You may need to enter an exchange access code (e.g. 0) to allow the public exchange to assign an external line for external calls or for calling back numbers in the calls list.

Entering the EAC

Procedure:

1. Press the softkey under **MENU**. Scroll to PBX in the SETTINGS menu and press **OK** to confirm.
2. Enter the exchange access code.

Note

- After having programmed an exchange access code you do not have to enter it again in a directory entry. However, if you dial off-hook or in call preparation you still have to enter the exchange access code manually.
- To give the exchange sufficient time to assign a public line, you may need to program a "pause" after the exchange access code by pressing and holding down (0).
- For further information, refer to your PBX operating instructions.

Incoming EAC on/off

Some exchanges automatically insert the EAC. Make the necessary setting (on or off) in the menu PBX, FUNCTIONS.

Reset

You can reset the telephone to default status as follows:

Procedure:

1. Press the softkey under **MENU**. Scroll to MAINTENANCE in the SETTINGS menu. Press **OK** to confirm.
2. Select the handset or base station, press RESET and press **OK** to confirm. The default settings are restored.

Note

- A reset deletes all preferences and lists except the directory and your personal outgoing messages.
- The messages on your answering machine
  – are kept if **no** MSN is programmed,
  – are deleted if you have programmed at least one MSN.
- After a reset, the installation assistant re-appears.

Faults and trouble-shooting

Not every malfunction results from a defect in your telephone. Sometimes you only need to briefly interrupt the power supply on the base station (unplug the mains unit and plug it in again) or remove and re-insert the batteries in the handset.

Important: Problems or faults can only be corrected if you take the complete device (base station, handset and connector cable) to the sales outlet!

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Approval and conformity

This DECT cordless ISDN telephone complies with the basic requirements contained in the R&TTE Guidelines 99/5/EC and is suitable for connection and operation in the member states indicated on the base station and/or packaging.

This device is designed for operation on the Swiss ISDN network.

The declaration of conformity may be viewed at:
www.swisscom.com under Online Shop, Telephones, Declarations of Conformity, or can be ordered from the following address:

Swisscom Fixnet AG
Retail Business
Customer Premises Equipments (CPE)
3050 Berne

CE symbol

The telephone complies with the requirements of the following EU guidelines:

Directive 99/5/EC on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity,

CE

The CE symbol confirms the conformity of the telephone with the above guidelines.

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Guarantee

The guarantee period is 2 years from the date of purchase.

In the event of repairs under guarantee, the defective product must be accompanied by a guarantee card completed and stamped by the sales outlet.

The guarantee does not cover damage resulting from inappropriate use, normal wear and tear, or intervention by third parties. In addition, the guarantee does not cover material or defects which have only a minimal impact on the use or value of the telephone.

In the event of a fault, please contact your sales outlet.

Repairs/maintenance

Leased telephones

If your telephone is not functioning as it should, notify the fault service (Tel. 175). Repairs* and fault reporting are free of charge.

Purchased telephones

Under the terms of the guarantee, repairs are carried out free of charge during the guarantee period. The guarantee does not cover damage to parts subject to wear and tear (cable, printed labels, rechargeable battery etc.) or inappropriate handling (accidental damage, exposure to liquids etc.). If a repair is required, the telephone must be returned to the sales outlet.
If the field repair service is called out (also during the guarantee period*), a charge is levied for the fault location procedure (travel expenses plus labour). Material costs are payable outside the guarantee period.

* The guarantee does not cover damage resulting from inappropriate use, normal wear and tear, or intervention by third parties.

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Rechargeable batteries

Rechargeable batteries are classified as consumables and are therefore not included under the terms of the guarantee. Defective batteries are not replaced free of charge. This applies to leased and purchased telephones.

Help

For general questions on products, services etc., contact the Swisscom information desk (freephone 0800 800 800).

Cleaning – when necessary

Clean the telephone with a slightly damp cloth or an antistatic cloth. Never use a dry cloth. Avoid using other cleaning and abrasive agents.

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